

CA Service Catalog

Notas de la versión

Versión 12.7.00



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Referencias a productos de CATechnologies

Este bloque de documentación contiene referencias a los siguientes productos de CA Technologies:

- CA Service Catalog, que incluye CA Service Accounting
- CA Embedded Entitlements Manager (CA EEM)
- CA Automation Suites (anteriormente CA Spectrum Automation Manager)
- CA Automation Suites Reservation Manager (Gestor de reservas)
- CA Business Service Insight (CA BSI, anteriormente CA Oblicore Guarantee)
- CA Service Desk Manager (que incluye CA CMDB)
- CA SiteMinder®
- CA Asset Portfolio Management (CA APM)
- CA MICS® Resource Management
- CA JARS®
- CA Storage Resource Manager (CA SRM)
- CA Workflow
- CA Process Automation (anteriormente CA IT PAM)
- CA Business Intelligence
- CA Antivirus (anteriormente eTrust Antivirus)
- CA Threat Manager (anteriormente eTrust Integrated Threat Management [eTrust ITM])

Información de contacto del servicio de Soporte técnico

Para obtener soporte técnico en línea, una lista completa de direcciones y el horario de servicio principal, acceda a la sección de Soporte técnico en la dirección <http://www.ca.com/worldwide>.

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Capítulo 1: Introducción

Esta es la versión de CA Service Catalog 12.7.

Esta sección contiene los siguientes temas:

[De qué trata este documento](#) (en la página 9)

[Mapa de productos](#) (en la página 9)

[Compatibilidad internacional](#) (en la página 11)

De qué trata este documento

Este documento proporciona información detallada acerca de las funciones nuevas y optimizadas de la versión 12.7 de CA Service Catalog.

En este documento se incluyen además requisitos del sistema, consideraciones de instalación, consideraciones generales, información acerca de la documentación y problemas conocidos.

Nota: En el momento de su publicación, CA Service Catalog es compatible con los sistemas operativos y el software de terceros que se enumeran en este documento. Para obtener más información, póngase en contacto con el soporte técnico de CATechnologies en el sitio Web <http://ca.com/support>.

Mapa de productos

El mapa de productos de CA Service Catalog describe las directrices generales de los productos de CATechnologies. El mapa de productos también proporciona información que le permitirá planificar y gestionar la implementación de CA Service Catalog. Por ejemplo, el mapa de productos de CA Service Catalog proporciona la siguiente información:

- Funciones y funcionalidad planeadas
- Anuncios de final de servicio
- Versiones temporales
- Componentes de CA Service Catalog

- Funciones y funcionalidad eliminadas
- Dirección de los productos
- Cambios planeados como por ejemplo la eliminación de funciones y funcionalidad

Siga estos pasos:

1. Abra un explorador y vaya a www.ca.com/worldwide, seleccione su país. Cuando se abra la página regional, vaya a la sección de Soporte en línea de CA.

Aparecerá la página de Soporte en línea de CA.

2. Seleccione CA Service Catalog de la lista desplegable del buscador de productos.

Aparecerá la página CA Service Catalog.

3. Desplácese a la sección Estado del producto y haga clic en el vínculo Mapa de productos de CA Service Catalog.

Aparecer la página de inicio de sesión de Soporte en línea de CA aparece si no se ha iniciado sesión previamente.

4. Inicie una sesión en Soporte en línea de CA.

Aparecerá el mapa de productos de CA Service Catalog.

Compatibilidad internacional

Un producto *internacionalizado* es un producto en inglés que se ejecuta correctamente tanto en las versiones del sistema operativo en otros idiomas como en los productos de terceros que se requieran para el proceso de instalación. Un producto internacionalizado será compatible con los siguientes elementos:

- Datos de entrada y salida en el idioma local
- Capacidad de especificar las convenciones del idioma local en los formatos de fecha, hora, moneda y número

Un *producto traducido* (o *localizado*) es un producto internacionalizado que incluye soporte en el idioma local para los siguientes aspectos:

- Interfaz de usuario
- Ayuda en línea y otro tipo de documentación
- Valores de configuración predeterminados en idioma locales para la fecha, la hora, la moneda y los formatos de número

Además de la versión inglesa de este producto, CATechnologies se ofrece *sólo* en los idiomas que se indican en la siguiente tabla.

Idioma	Internacionalizado	Traducido
Portugués brasileño	Sí	Sí
Chino (simplificado)	No	No
Chino (tradicional)	No	No
Checo	No	No
Finlandés	No	No
Francés	Sí	Sí
Alemán	Sí	Sí
Griego	No	No
Húngaro	No	No
Italiano	Sí	Sí
Japonés	Sí	Sí
Coreano	No	No

Idioma	Internacionalizado	Traducido
Noruego	No	No
Polaco	No	No
Ruso	No	No
Español	Sí	Sí
Sueco	No	No
Turco	No	No

Nota: Si se ejecuta el producto en un entorno de idioma que *no* aparezca en la tabla, se pueden producir problemas.

Capítulo 2: Funciones nuevas y modificadas

Esta sección contiene los siguientes temas:

[Descripción general de las funciones nuevas y actualizadas](#) (en la página 13)

[Procedimientos de configuración simplificados](#) (en la página 15)

[Marca corporativa personalizada](#) (en la página 16)

[Paquetes de contenido](#) (en la página 18)

[Formulario de configuración del contenido](#) (en la página 20)

[Complementos de API](#) (en la página 22)

[Mejoras en los servicios de reserva](#) (en la página 23)

[Mejoras en el Diseñador de formularios](#) (en la página 23)

Descripción general de las funciones nuevas y actualizadas

Este es CA Service Catalog Versión 12.7. Los administradores pueden utilizar nuevas funciones en esta versión para realizar los siguientes pasos:

- Llevar a cabo [procedimientos de configuración simplificados](#) (en la página 15) para la autenticación y la administración del servidor de correo.
- Especificar una marca corporativa personalizada para una, alguna o todas las unidades de negocio. Esta función incluye tanto temas como logotipos personalizados de las unidades de negocio. Esta función también incluye varias opciones para personalizar la página de inicio de sesión.
- Se puede guardar [el contenido del paquete](#) (en la página 18) para su utilización posterior. Esta función le permitirá importar y exportar eficazmente objetos de CA Service Catalog como paquetes de contenido entre equipos y unidades de negocio. Los objetos incluyen servicios, grupos de opciones de servicio, políticas, objetos de datos de informe, etc. Se pueden activar y desactivar los paquetes de contenido según sea necesario.
- Utilice [formularios de configuración del contenido](#) (en la página 20) para especificar los valores de las variables de los parámetros personalizados que crea. Normalmente se hace referencia a estos parámetros personalizados en los complementos de API y en los procesos de CAProcessAutomation. Gracias al formulario de configuración del contenido para almacenar los valores, es posible liberarse de la codificación de valores de los complementos o de los procesos.

- Escriba y utilice [complementos de API](#) (en la página 22) personalizados que cargarán datos en determinados campos de los formularios que cree con el Diseñador de formularios. Los complementos de API podrán consultar la MDB o cualquier otra fuente de datos de su preferencia, y devolver el número de objetos que cumplen los criterios especificados. El producto también proporciona dos complementos predeterminados para servicios de reserva que se pueden utilizar como modelos.
- Cree tipos y subtipos para recursos utilizados en [servicios de reserva](#). (en la página 23) Los usuarios podrán seleccionar estos recursos al solicitar servicios de reserva. Además, los usuarios podrán modificar o devolver estos recursos (en parte o en su totalidad) mientras las reservas estén en curso. Se pueden crear servicios con funciones de modificación y devolución para que los usuarios puedan *tanto* realizar estas tareas *como* efectuar un cargo a los usuarios.
- Utilice varias funciones nuevas en el Diseñador de formularios para recuperar y formatear datos de los campos del formulario de forma más eficaz. Estas nuevas funciones incluyen tablas estáticas, tablas dinámicas, campo de control de números y campos de fecha y hora. También incluyen funciones de JavaScript, elementos y atributos nuevos.
- Sustituya los [métodos de servicio Web obsoletos](#) (en la página 25).

Procedimientos de configuración simplificados

CA Service Catalog 12.7 simplifica los procedimientos de configuración en los siguientes casos:

- Autenticación de NTLM en Windows

En versiones anteriores, se activaba la autenticación de NTLM de Windows editando los archivos de XML de forma manual con el fin de llevar a cabo las dos acciones siguientes:

- Configurar CA Service Catalog para utilizar inicio de sesión único.
- Configurar Apache Tomcat para utilizar la autenticación de NTLM de Windows.

En esta versión, se utilizará una nueva opción de configuración única para realizar ambas tareas.

Importante: Si ha activado la autenticación de NTLM de Windows en la versión anterior de CA Service Catalog, utilice la nueva opción de configuración para activarla otra vez en esta versión. Esta opción se desactivará de forma predeterminada, tanto en las nuevas instalaciones como en las actualizaciones.

- Tipos de inicio de sesión único para la autenticación externa

En versiones anteriores, se podría activar o desactivar el inicio de sesión único para la autenticación externa. Sin embargo, no podría especificar el *tipo* de inicio de sesión único.

En esta versión, se *puede* especificar un *tipo* de inicio de sesión único para la autenticación externa.

Si está instalando CA Service Catalog por primera vez o está actualizándolo y utiliza una autenticación externa, compruebe que la configuración del tipo de inicio de sesión único es correcta para su implementación.

- Administración de servidor de correo

En esta versión, las opciones de la sección Servidor de correo que se encuentran en las opciones de configuración de administración aparecerán mejoradas. Se pueden especificar nuevas opciones para el nombre de usuario, la contraseña y el número de puerto del servidor de correo que usa con CA Service Catalog. Se puede usar también el nuevo botón Probar para comprobar la conexión entre CA Service Catalog y el servidor de correo.

Nota: Para obtener más información, consulte la *Guía de implementación*.

Marca corporativa personalizada

Como administrador, se puede personalizar la apariencia de la interfaz de usuario de CA Service Catalog. Las categorías principales de elementos visuales que se pueden personalizar son las siguientes:

- Los logotipos son archivos de imagen que identifican de forma exclusiva una compañía, una unidad de negocio o una superunidad de negocio.

Entre estos logotipos se incluyen el logotipo de inicio de sesión, el logotipo global y el logotipo de la unidad de negocio.

Para cada unidad de negocio, puede especificarse de manera opcional un logotipo de *unidad de negocio*. Si se elige un tipo de logotipo determinado, este reemplazará el logotipo *global* de los encabezados de las páginas de producto y de los correos electrónicos de solicitud de los usuarios de la unidad de negocio. El logotipo de la unidad de negocio sirve para dotar de una imagen exclusiva a la marca o a otro tipo de mensajes de una unidad de negocio. Se pueden actualizar los logotipos de todas las unidades de negocio o solamente los de determinadas unidades de negocio. Por ejemplo, es posible personalizar logotipos solamente para superclientes directamente en la unidad de negocio raíz.

En caso de que la unidad de negocio tenga unidades de negocio hijo, ocurrirá lo siguiente:

- Si en la unidad de negocio hijo se ha definido un logotipo específico, los usuarios que inicien sesión en esta unidad verán el logotipo hijo, no el logotipo padre.
- Si en la unidad de negocio hijo *no* se ha definido ningún logotipo específico, los usuarios que inicien sesión en dicha unidad verán el logotipo global.

De esta forma, los usuarios que accedan a varias unidades de negocio verán logotipos de encabezado diferentes cuando se conecten a cada unidad de negocio.

- La página de inicio de sesión permite que un usuario acceda al producto.

Esta misma página de inicio de sesión (que incluye el logotipo de inicio de sesión) será la misma para todos los usuarios de todas las unidades de negocio. Se puede personalizar la configuración de varios elementos visuales, entre los que se incluyen las imágenes y los iconos (*excepto* los logotipos), los menús, las fichas, etc. En determinados casos, estos elementos contienen especificaciones sobre el color, el nombre y el tamaño de fuente, la función de resaltado y otros aspectos relacionados. Para personalizar los elementos visuales, edite los archivos de hoja de estilo en cascada (CSS) de la página de inicio de sesión.

- Los elementos de página globales aparecerán en algunas o en todas las páginas del producto. Entre estos elementos podemos citar el nombre del producto, el icono de compra y el pie de página. Los elementos de página globales son siempre iguales en todas las páginas del producto dónde aparecen.

Al igual que los elementos de la página de inicio de sesión, los elementos de página globales se aplicarán a todos los usuarios por igual, independientemente de la unidad de negocio a la que pertenezcan. *No podrán* reemplazarse estos elementos por los valores de configuración de una unidad de negocio específica. Los elementos de página globales siempre estarán presentes, independientemente de si se han personalizado los temas de una o más unidades de negocio.

Para personalizar elementos de página globales, edite el archivo llamado `includes_shared.xml`.

- *Un tema* establece la configuración de varios elementos visuales, entre los que se incluyen las imágenes y los iconos (*excepto* los logotipos), los menús, las fichas, etc. En determinados casos, estos elementos contienen especificaciones sobre el color, el nombre y el tamaño de fuente, la función de resaltado y otros aspectos relacionados. Personalice estos elementos visuales editando los archivos de hoja de estilo en cascada (CSS) de ese tema.

Los elementos visuales de la interfaz de usuario coinciden con el tema de la unidad de negocio a la que está conectado. Si la unidad de negocio no dispone de ningún tema definido, CA Service Catalog comprobará la jerarquía de la unidad de negocio hasta que encuentre un tema. De esta forma, si una unidad de negocio no dispone de un tema propio, utilizará el tema de la unidad de negocio padre más próxima. Se puede utilizar el mismo tema para todas las unidades de negocio. De forma alternativa, también se pueden crear y utilizar temas diferentes para unidades de negocio diferentes.

Se puede personalizar alguno, todos o ninguno de los elementos de esta lista. La personalización de cada uno de los elementos de la lista anterior es una operación separada e independiente. Se puede personalizar cualquier elemento *sin* tener que personalizar el resto, proporcionando al proceso flexibilidad y eficacia.

Se pueden personalizar logotipos o elementos de página globales de forma rápida y sencilla. La personalización de los temas es un proceso más largo y exige cumplir unas condiciones previas avanzadas. Compruebe que las personalizaciones que van a llevarse a cabo en cada tema son compatibles entre sí para proporcionar una apariencia coherente a los usuarios.

Nota: Para obtener más información acerca de la marca corporativa personalizada, consulte la *Guía de implementación*.

Paquetes de contenido

Un paquete de contenido es una recolección de objetos de CA Service Catalog, como servicios, formularios del Diseñador de formularios, políticas, eventos, objetos de datos de informe, procesos de CAProcessAutomation, etc. Como productor o diseñador, pueden crearse paquetes de contenido para exportarlos de forma eficaz y precisa a versiones de paquetes personalizadas de estos objetos. Como consumidor o usuario, pueden importarse paquetes de contenido para que se puedan utilizar estos objetos personalizados sin tener que realizar los mismos procesos de personalización. Normalmente, las personalizaciones de un paquete de contenido se centran en configurar su sistema de catálogo para hacer un uso óptimo de una función, servicio o entorno específicos. Los paquetes de contenido permiten llevar estas personalizaciones de un sistema a otro repetidamente de forma eficaz y precisa.

El uso de paquetes de contenido permite realizar las *dos* acciones siguientes:

- Como productor o diseñador de paquetes de contenido, se puede agrupar una biblioteca de objetos, que incluirá las actualizaciones y las personalizaciones existentes, en una sola ubicación.
- Como consumidor o usuario de paquetes de contenido, se pueden importar los objetos personalizados mediante programación, con una sola operación, tantas veces como sea necesario.

Por consiguiente, no es necesario repetir las operaciones individuales con cada tipo de objeto. De esta forma, los paquetes de contenido proporcionan un método eficaz para agrupar y realizar esas actualizaciones y personalizaciones, especialmente al cambiar de una implementación a otra. Estos son algunos ejemplos:

- Migraciones de sistemas de prueba a sistemas de producción y otras migraciones de una misma versión
- Reposición de un equipo decomisado
- Restauración de personalizaciones después de actualizar CA Service Catalog

Tanto los clientes como CATechnologies pueden crear paquetes de contenido del siguiente modo:

- CATechnologies normalmente crea paquetes de contenido que incluyen nuevos objetos o versiones actualizadas de objetos existentes, como objetos de muestra y correcciones.
- Los clientes normalmente crean paquetes de contenido en los que se incluyen objetos que han personalizado para adaptarse a los requisitos específicos de la organización.
- De forma alternativa, los clientes pueden copiar paquetes de contenido de CATechnologies y personalizarlos antes de utilizarlos en sus implementaciones.
- Se pueden exportar e importar varios paquetes de contenido desde y hacia una sola unidad de negocio. Del mismo modo, se pueden exportar e importar varios paquetes de contenido desde y hacia todas las unidades de negocio. Si se produce un conflicto entre el paquete de contenido existente y el que está activándose, el paquete de contenido nuevo reemplazará automáticamente el antiguo.

Los roles que de forma más probable puedan crear y exportar paquetes de contenido son los siguientes:

- Los miembros de un equipo de contenido de CATechnologies
- El gestor de provisión de servicio u otro administrador de su organización

El rol que de forma más probable pueda importar paquetes de contenido es un gestor de provisión de servicio u otro administrador.

Nota: Para obtener más información acerca de los paquetes de contenido, consulte la *Guía de implementación*.

Formulario de configuración del contenido

De forma alternativa, se puede crear un formulario de configuración del contenido para indicar cualquier información relativa a la configuración personalizada requerida para usar ese paquete de contenido. Normalmente, estos formularios no son necesarios, pero pueden ser útiles, especialmente en las circunstancias siguientes:

- Cuando sea necesario configurar los objetos importados antes de poder utilizarlos.
- Cuando el administrador que importa el paquete de contenido no lo haya exportado.
- Cuando sea necesario disponer de valores personalizados para las variables de los complementos de API o de los procesos de CAProcessAutomation. En lugar de valores específicos codificados de forma rígida, se podrán recuperar valores de los campos de formularios de configuración del contenido. Normalmente, se utiliza esta táctica cuando los valores cambian y consecuentemente se producen errores en los complementos de API o en los procesos de CAProcessAutomation que conducirán a un tiempo de inactividad del sistema. Entre los ejemplos se encuentra una URL de servidor que puede sufrir cambios, por ejemplo, debido a un movimiento de sistemas de prueba a sistemas de producción o debido a la migración de un entorno de baja seguridad a uno de alta seguridad.

Los formularios de configuración de contenido pueden ser útiles cuando el contenido importado requiera una configuración personalizada en al menos uno de los siguientes casos:

- Los complementos y los procesos de CAProcessAutomation requieren datos de configuración.
- Un complemento requiere acceso a una fuente de datos externa (no a la MDB), como un servicio Web o una base de datos.

Un ejemplo de ello puede ser una consulta de Active Directory que proporciona CAEEM. El formulario de configuración enumera un campo *nombre de servidor=nombre de campo*. La consulta de Active Directory hace referencia a este campo del formulario, en lugar de a un nombre de servidor codificado de forma rígida.

- Debido a los requisitos específicos de la organización, tales como cambios de nombres de usuario y de contraseñas, tanto en intervalos regulares como intermitentes, según las necesidades.

Los formularios de configuración del contenido son específicos de la unidad de negocio para la que se han creado. Las unidades de negocio padre tienen acceso a los formularios de las respectivas unidades de negocio hijo.

Los administradores de cada unidad de negocio pueden definir sus propios formularios de configuración de la misma manera en que definen sus formularios de solicitud. Además, en la página Constructor de servicios, ficha Configuración, la opción Configuración del contenido incluye el botón Cambiar unidad de negocio. Este botón se comporta de la misma manera que en otras páginas del Constructor de servicios, es decir, permite abrir un cuadro de diálogo para seleccionar cualquier otra unidad de negocio a la que tenga autorización de acceso. Si cambia de unidad de negocio, se actualizará la lista de formularios de configuración del panel izquierdo de la página para mostrar los formularios de la unidad de negocio actual.

Nota: Para obtener más información acerca de los formularios de configuración del contenido, consulte la *Guía de implementación*.

Complementos de API

El administrador de red, el gestor de provisión de servicio y el programador de Java trabajan juntos para escribir complementos de API que cargan datos en los campos siguientes del Diseñador de formularios de forma dinámica:

- Opciones y cuadros de selección
- Listas duales
- Tablas dinámicas

Los complementos de API son objetos de Java que implementan una de las siguientes interfaces predefinidas.

- `com.ca.usm.plugins.apis.forms.FDSelectDataProvider`: este complemento se aplica a los cuadros de selección (tanto de selección individual como de selección múltiple) y a los campos de lista dual.
- `com.ca.usm.plugins.apis.forms.FDTableDataProvider`: este complemento se aplica a las tablas dinámicas.

Los complementos de API pueden consultar la MDB o cualquier otra fuente de datos y devolver el número de objetos que cumplen los criterios especificados. Los complementos de API se implementan como archivos jar en el directorio de complementos del almacén de archivos. Los complementos de API se ejecutan en la misma instancia de la máquina virtual de Java que Vista de servicios.

Se pueden escribir complementos de API o copiar y modificar los complementos predefinidos para cumplir sus requisitos. En ambos casos, cumplirá los requisitos previos y recopilará sus complementos *antes de que* se puedan utilizar para rellenar los campos del Diseñador de formularios dinámicamente.

Cuando un usuario completa un formulario al solicitar un servicio, el objeto de datos de informe rellena el campo especificado con opciones que el usuario deberá seleccionar. Por ejemplo, cuando un usuario rellena un formulario para reservar un equipo virtual, el objeto de datos de informe rellena la lista de equipos disponibles. Además, podrá escribir otros objetos de datos de informe para rellenar otros campos relacionados, como, por ejemplo, opciones para RAM y espacio en disco.

Nota: Para obtener más información acerca de los complementos de API, consulte la *Guía de administración*.

Mejoras en los servicios de reserva

Como administrador, ahora se pueden realizar las siguientes tareas en los servicios de reserva:

- Especificar cargos de facturación en los servicios de reserva mediante algunas o todas las opciones compatibles con CA Service Catalog para los servicios que no sean de reserva. Algunos ejemplos de ello son la facturación periódica, la facturación única y la facturación basada en el uso.
- Crear o actualizar reservas sin especificar ninguna fecha de finalización.
- Crear tipos y subtipos en los recursos utilizados en los servicios. Los usuarios podrán seleccionar estos recursos al solicitar servicios de reserva. Además, los usuarios podrán modificar o devolver estos recursos (en parte o en su totalidad) mientras las reservas estén en curso. Un ejemplo de ello es un usuario que solicita más memoria una vez iniciada la reserva y que devuelve dicho recurso antes de que la reserva finalice. Se pueden crear servicios con funciones de modificación y devolución para que los usuarios puedan *tanto* realizar estas tareas *como* efectuar un cargo a los usuarios.

Las operaciones de modificación, devolución y ampliación utilizan los nuevos complementos de API predeterminados para recuperar información sobre los recursos utilizados en reservas que están en curso.

- Configurar servicios de reserva para reservar, modificar, ampliar y devolver recursos, tal como se indica en los puntos anteriores.

Nota: Para obtener información general acerca de las reservas así como datos más concretos sobre la integración con Gestor de reservas y los sistemas de reserva externos, consulte la *Guía de integración*.

Mejoras en el Diseñador de formularios

El Diseñador de formularios incluye varias mejoras, entre las cuales se encuentran las siguientes:

- Para los atributos de formulario, el nuevo atributo Tipo de formulario incluye el valor nombrado Configuración para especificar un formulario de configuración del contenido.
- Los elementos básicos de un formulario incluyen el nuevo campo de control de números. Este campo permite a un usuario seleccionar un valor numérico a partir de un intervalo de valores incrementados, como 100, 200, 300 y así sucesivamente.

- El campo de búsqueda mejorado permite a los usuarios seleccionar los resultados de consulta que deseen, en caso de que existan, para rellenar el formulario.
- El nuevo campo de fecha y hora permite incluir la fecha y la hora, y definir su formato.
- El nuevo campo Lista dual permite presentar las opciones a los usuarios en dos columnas: las seleccionadas y las no seleccionadas.
- Se puede crear una nueva tabla estática que permita incluir datos estructurados en un formulario. Una tabla estática contiene los datos corregidos que vienen especificados manualmente por el usuario.
- Por el contrario, se puede crear una nueva tabla dinámica para incluir en un formulario datos estructurados procedentes de un objeto de datos de informe. El objeto de datos de informe puede utilizar una consulta de fuente de datos o un complemento de API.
- El cuadro de diálogo Script para cada formulario permite crear y mantener funciones de JavaScript que se aplican a un formulario. La utilización del cuadro de diálogo Script es la opción más recomendable para mantener las funciones de JavaScript personalizadas para un formulario.
- Se pueden utilizar los siguientes atributos nuevos de HTML:
 - Texto vacío
 - El atributo Ancho de lista, únicamente para los cuadros seleccionados
 - Atributos sólo para los campos de control de números
 - Atributos sólo para las tablas
- Se pueden utilizar las siguientes funciones nuevas de JavaScript:
 - Las nuevas funciones de JavaScript predeterminadas para ocultar, mostrar, desactivar y activar *varios* campos de un formulario mediante una sola llamada de método. Estas nuevas funciones de JavaScript complementan funciones ya existentes para ocultar, desactivar y activar los campos *individuales* de un formulario.
 - Las nuevas funciones de JavaScript predeterminadas para opciones y cuadros seleccionados
 - Las nuevas funciones predeterminadas de JavaScript únicamente para tablas

Nota: Para obtener más información sobre estas mejoras, consulte la *Guía de administración*.

Capítulo 3: Funciones modificadas

Esta sección contiene los siguientes temas:

[Métodos de servicio Web nuevos y obsoletos](#) (en la página 25)

[Restricciones de nombre exclusivo eliminadas](#) (en la página 26)

Métodos de servicio Web nuevos y obsoletos

Los siguientes métodos de servicio Web estaban obsoletos en la versión anterior y han sido reemplazados por los nuevos métodos siguientes:

Método obsoleto

addProcessInstanceToRequestItem
addProcessInstanceToRequestItemOffering
addRequestAttachment
addWorkflowPendingAction
addWorkflowPendingActionWithDesc
updateRequestItemRowStatus
updateRequestOfferingStatus

Método nuevo

addProcessInstance
addProcessInstance
addRequestAttachmentWithPath
assignPendingAction
assignPendingAction
updateRequestItemStatus
updateRequestItemStatus

Los métodos obsoletos continúan funcionando como inicialmente se había previsto y son compatibles. Sin embargo, *no* presentan mejoras con nuevas funciones del producto. Es posible que los métodos obsoletos sean eliminados en futuras versiones del producto.

En contraste, los nuevos métodos desempeñarán las funciones de los métodos anteriores con un mecanismo más eficaz. Además, los nuevos métodos *han mejorado* gracias a las nuevas funciones del producto. Por lo tanto, se recomienda reemplazar los métodos obsoletos por los nuevos métodos lo antes posible.

Nota: Para obtener más información sobre los servicios Web, consulte la *Guía de administración* y la documentación de la API de servicios Web.

Restricciones de nombre exclusivo eliminadas

Los objetos que se indican a continuación ya no requieren nombres exclusivos en una unidad de negocio. Si intenta crear uno de estos objetos con un nombre que ya está en uso, aparecerá un mensaje de advertencia. Puede ignorar la advertencia o cambiar el nombre del objeto que está creando.

- Grupos de opciones de servicio
- Servicios
- Carpetas
- Eventos
- Reglas
- Acciones

Nota: Para obtener más información sobre estos elementos, consulte la *Guía de administración*.

Capítulo 4: Documentación

Esta sección contiene los siguientes temas:

[Documentación](#) (en la página 27)

[Biblioteca de CA](#) (en la página 28)

[Archivo Léame](#) (en la página 29)

Documentación

CA Service Catalog proporciona las siguientes guías en formato HTML y PDF:

- Implementation Guide
- Guía de administración
- Integration Guide
- Notas de la versión
- Reference Guide
- Archivo Léame (si es necesario)
- CA MDB Overview
- CABusinessIntelligence Implementation Guide
- CA Workflow API Reference Guide

Para conseguir resultados óptimos, acceda a estas guías a través de la [Biblioteca de CA](#) (en la página 28).

Biblioteca de CA

La biblioteca de CA proporciona toda la [documentación](#) (en la página 27) de los productos tanto en formato HTML (conforme a la sección 508) como en formato PDF. La Biblioteca de CA permite realizar los siguientes pasos:

- Ver y buscar guías específicas en formato HTML o PDF.
- Utilizar el campo Buscar, en el lado superior derecho de la Biblioteca de CA, para buscar todas las guías en formato HTML.

Nota: Esta opción sólo se aplica a las guías en inglés, no a las localizadas.

- Utilice el formato PDF para consultar, buscar e imprimir guías individuales mediante Adobe Reader. Si Adobe Reader no está instalado en su equipo, utilice el vínculo Descargar Adobe Reader que se encuentra en la biblioteca para descargar e instalar Adobe Reader.

Para obtener la Biblioteca de CA, siga uno de los siguientes procedimientos:

- Instale CA Service Catalog. El soporte de instalación de CA Service Catalog instala la Biblioteca de CA automáticamente.
- Copie toda la subcarpeta \locale tanto desde el medio de instalación como desde la carpeta de instalación del producto en su equipo local.
- Consulte y, opcionalmente, descargue la Biblioteca de CA desde el Soporte en línea de CA.

Para abrir la biblioteca desde la interfaz de usuario de CA Service Catalog seleccione Administración, Herramientas. En la página Herramientas, haga clic en Vínculos (en Menú). En la página Vínculos, seleccione Documentación, Biblioteca.

Para abrir la biblioteca desde fuera de la interfaz de usuario de CA Service Catalog, siga uno de estos procedimientos:

- Haga doble clic en el archivo Bookshelf.html.
- Haga clic en el vínculo Biblioteca de CA de la sección de CA Service Catalog del menú de Inicio de Windows.

Puede encontrar la documentación actualizada de CA Service Catalog en la dirección <http://ca.com/support>.

Archivo Léame

La documentación de CA Service Catalog incluye un archivo *Notas de la versión*.

Sin embargo, el archivo Léame es opcional y *sólo* se incluye si resulta necesario para documentar cambios de última hora.

En el momento de publicación, CA Service Catalog no requiere ni incluye ningún archivo Léame.

Capítulo 5: Información de los sistemas

Esta sección contiene los siguientes temas:

[Sistemas operativos compatibles](#) (en la página 31)

[Requisitos del sistema](#) (en la página 31)

[Requisitos de hardware](#) (en la página 33)

[Requisitos de software](#) (en la página 36)

[Integración opcional con otros productos de CATechnologies](#) (en la página 38)

[Requisitos del cliente](#) (en la página 39)

Sistemas operativos compatibles

CA Service Catalog admite el siguiente sistema operativo para los componentes de aplicación y para los sistemas de gestión de base de datos:

- Microsoft Windows 2008 Server: Standard y Enterprise
- Microsoft Windows 2008 R2 Server: Standard y Enterprise

Nota: Para obtener más sistemas operativos o paquetes de servicios compatibles con la disponibilidad general del producto, consulte la matriz de certificación de CA Service Catalog que encontrará en <http://ca.com/support>.

Requisitos del sistema

Es necesario cumplir estos requisitos para instalar y ejecutar CA Service Catalog.

Exploradores

Se puede acceder a CA Service Catalog desde equipos de escritorio y portátiles con los siguientes exploradores;

- Microsoft Internet Explorer 7.0 o 8.0 con el último Service Pack
- Mozilla Firefox 3.5
- Apple Safari 3.5 en Windows

Para la aprobación de PDA, se puede acceder a CA Service Catalog con los exploradores siguientes:

- Explorador Blackberry para smartphones Blackberry
- Explorador Safari para iPhones

Base de datos

En el momento de la publicación, CA Service Catalog es compatible con el siguiente software de DBMS.

Importante: Si actualmente está utilizando una versión de Oracle o SQL Server que no es compatible con CA Service Catalog, deberá realizar una copia de seguridad de su base de datos e instalar una versión de software DBMS compatible *antes* de instalar o actualizar CA Service Catalog. En algunos casos, en vez de *actualizar* directamente la antigua versión de DBMS a una versión compatible, es posible que deba *desinstalar* la versión de DBMS existente e instalar la nueva versión como si fuese una nueva instalación. Si desea obtener más información, consulte la documentación de DBMS.

- MS SQL Server Enterprise Edition 2005
- MS SQL Server Enterprise Edition 2008
- Oracle 10g R2 o 11g R2 que se ejecuta en Windows Server, Solaris o Linux, de la siguiente manera:
 - Oracle 10g R2 o 11g R2 (32 bits) en Windows Server
 - Oracle 10g R2 o 11g R2 (64 bits) en Windows Server
 - Oracle 10g R2 o 11g R2 (32 bits) en RedHat Linux 4.0 Advanced Server (32 bits)
 - Oracle 10g R2 o 11g R2 (64 bits) en RedHat Linux 4.0 Advanced Server (64 bits)
 - Oracle 10g R2 (64 bits) en Solaris SPARC (64 bits)
 - Oracle 11g R2 (64 bits) en Solaris SPARC (64 bits)

Nota: Para obtener más información acerca de otras versiones o Service Packs que puedan ser compatibles después de la disponibilidad general del producto, consulte la matriz de certificación para CA Service Catalog que encontrará en <http://ca.com/support>.

Requisitos de hardware

Revise los requisitos de hardware atentamente antes de instalar CA Service Catalog, componentes relacionados y el software de DBMS.

Requisitos de hardware para la instalación independiente

Importante: En una instalación independiente, se instala CA Service Catalog, CA Service Accounting y CA Workflow (si se utiliza) en un solo ordenador. Es posible, aunque *no* se recomienda, realizar una instalación independiente. Una instalación independiente *sólo* es adecuada con los fines siguientes: almacenamiento intermedio, desarrollo, pruebas de conceptos y evaluaciones. Una instalación independiente *no* es recomendable para entornos de producción.

A continuación se presentan los requisitos de hardware para una instalación independiente:

- CPU: plataforma Intel, procesador de 3 GHz o superior, multiprocesador recomendado.
- Memoria: 4 GB o superior, recomendado
- Disco duro: mínimo de 80 GB, con al menos 4 GB de espacio libre. La cantidad de espacio libre necesario depende del número de archivos de registro y de la cantidad de datos que se almacenarán en la base de datos.

Es preferible utilizar una unidad de disco duro de SAS de alta velocidad.

Requisitos de hardware para instalaciones distribuidas

Importante: Para entornos de producción, se recomienda *encarecidamente* que realice una instalación distribuida. En una instalación distribuida, deberá instalar cada uno de los servidores de aplicaciones necesarios de CA Technologies en su correspondiente equipo. Por ejemplo, instale CA Service Catalog en el servidor 1, CA Workflow o CAProcessAutomation en el servidor 2, y CA Service Accounting en el servidor 3. Debe instalar el software del servidor DBMS en el servidor 4.

A continuación se presentan los requisitos de hardware para cada equipo en una instalación distribuida.

- CPU: plataforma de Intel: procesador de 3 GHz o superior (multiprocesador recomendado)
- Memoria: mínimo de 2 GB, 4 GB o superior recomendado
- Disco duro: mínimo de 40 GB con 5 GB de espacio libre o más, la cantidad de espacio libre depende del número de archivos de registro.

Es preferible utilizar una unidad de disco duro de SAS de alta velocidad.

- Este elemento se aplica *solamente* si se instala uno o más componentes de CA Service Catalog en unidades no predeterminadas (normalmente en unidades distintas a la C:\). Para cada componente se deben verificar que existen las cantidades siguientes de espacio libre en disco en la unidad predeterminada (normalmente C:\):
 - 1.5 GB para el *primer* equipo de Vista de servicios (este equipo incluye Apache Tomcat y otro software y puede incluir la MDB)
 - 1 GB para cada equipo de Vista de servicios *adicional*
 - 0.5 GB para CA Service Accounting
 - 0.5 GB para CA Workflow
 - 20 MB para CA Service Catalog y el contenido del catálogo

El programa de instalación requiere este espacio libre en disco para escribir en archivos temporales a los cuales se hace referencia en variables de entorno como APPDATA y ProgramFiles.

Nota: Para la tolerancia a fallos y la escalabilidad, se pueden instalar de manera opcional varios servidores de Vista de servicios.

Más información:

[Requisitos y consideraciones distribuidas](#) (en la página 45)

Requisitos de hardware del servidor de DBMS

Los siguientes requisitos de hardware se aplican al equipo en el que instale el software del servidor DBMS.

Instale el software del servidor DBMS en su propio servidor, *no* en el mismo equipo de los servidores de aplicaciones de CA Technologies.

Para la tolerancia a fallos, se recomienda configurar el servidor de base de datos en un entorno agrupado.

- CPU: plataforma Intel, procesador de 3 GHz o superior. Se recomienda utilizar un multiprocesador.
- Memoria: 4 GB de RAM como mínimo, 8 GB o más recomendados.
- Disco duro: mínimo 80 GB. La cantidad de espacio libre necesario dependerá de la cantidad de datos que desee almacenar.
- Es preferible utilizar una unidad de disco duro de SAS de alta velocidad. Es preferible utilizar una configuración de matriz RAID 5.

Requisitos de software

Revise los requisitos de software con cuidado antes de instalar CA Service Catalog y los componentes relacionados.

Requisitos de software del servidor Web

El software del servidor Web para CA Service Catalog es la versión de Tomcat de Apache 5.5.29, que se incluye con CA Service Catalog.

Equilibradores de carga

Se puede usar opcionalmente un equilibrador de carga con CA Service Catalog.

El equilibrador de carga proporcionado con CA Service Catalog es un servidor Web de Apache para la versión de Windows 2.2.16.

Se puede utilizar opcionalmente u otro equilibrador de carga con CA Service Catalog. Si usa otro equilibrador de carga, debe ser compatible con la afinidad de sesión (sesiones especiales).

Requisitos de software del servidor de base de datos

Los requisitos de software para el componente del servidor de base de datos se incluyen en [Base de datos](#) (en la página 33).

Más información:

[Requisitos de hardware del servidor de DBMS](#) (en la página 36)

Requisitos de software del entorno de ejecución

Los requisitos de software para el entorno de ejecución son los siguientes:

- Java Runtime Environment (JRE) 1.6.0_20 (incluido con CA Service Catalog)
- Open Message Queue versión 4.1 (incluido con CA Service Catalog)

Requisitos de software de los componentes comunes de CATechnologies

Es necesario disponer de los siguientes componentes comunes de CATechnologies. Estos están incluidos en el medio de instalación de CA Service Catalog:

- CA Management Database (CA MDB) r1.5 SP2
- CAEEM r8.4 SP4

Importante: CA Service Catalog requiere CA EEM (anteriormente eIAM) r8.4 SP4. Si desea obtener la información de certificación más reciente acerca de CA Service Catalog, CA Service Accounting, CAEEM, y de los productos y componentes de CA relacionados, consulte la matriz de certificación de cada uno de los productos y componentes que encontrará en <http://ca.com/support>.

El siguiente componente común de CATEchnologies es opcional. Está incluido en el medio de instalación de CA Service Catalog:

- CA Workflow 1.1.5 SP6

Importante: Si está actualizando CA Service Catalog, debe actualizar también CA Workflow, en caso de utilizarlo para la versión anterior. En tales situaciones, actualice CA Workflow para continuar utilizándolo eficazmente con CA Service Catalog. Además efectúe la transición de CA Workflow a su herramienta de automatización de procesos de preferencia, CAProcessAutomation.

Note: Para obtener más información acerca de la instalación de CAEEM, CA MDB y CA Workflow, consulte la *Implementation Guide*.

Integración opcional con otros productos de CATEchnologies

De forma optativa, es posible integrar CA Service Catalog en los productos de CATEchnologies siguientes:

- Productos de CATEchnologies que se proporcionan en sus propios medios de instalación y *están incluidos* en los medios de instalación de CA Service Catalog:
 - BusinessObjectsEnterprise 3.2
 - CAProcessAutomation 3.0 o 3.1, actualizada al nivel de parche actual
- Productos de CATEchnologies que se proporcionan en sus propios medios de instalación y *no* se incluyen con los medios de instalación de CA Service Catalog:
 - CA CMDB r12.1
 - CASServiceDeskManager r11.2, r12.1
 - CASServiceDeskManager r12.5 o r12.6, que incluye CA CMDB
 - CAAPM r11.3.4 CP8
 - CABusinessServiceInsight 7
 - Gestor de reservas—el componente de Gestor de reservas
CASServerAutomation r12
 - CA SiteMinder r12 SP1

- CA Storage Resource Manager
- CA MICS o JARS

Nota: Para obtener instrucciones sobre la instalación de estos productos, consulte la documentación correspondiente. Para obtener instrucciones sobre cómo configurar la integración de estos productos con CA Service Catalog, consulte la *Guía de integración* y la *Guía de implementación*.

Requisitos del cliente

Los clientes de CA Service Catalog deben cumplir los requisitos siguientes:

- Si su navegador no muestra la página actualizada, cada vez que visite una página, deberá comprobar y definir la configuración de caché del explorador para obtener la página actualizada del servidor.
- Windows 2003 define de forma predeterminada la configuración de seguridad de Internet Explorer (IE) como Alta para la zona de contenido en Internet. Para abrir Vista de servicios, debe cambiar la configuración de seguridad de IE a Media y agregar el sitio a la lista de sitios de confianza.
- Es necesario [Java Runtime Environment](#) (en la página 37) para ver los informes con gráficos y para iniciar la herramienta de diseño de workflow en la interfaz Web. En ambos casos, si no está instalado JRE, se solicita que lo descargue.

Si desea instalar Java Runtime Environment de forma manual en un equipo cliente, vaya a la URL:

`http://<nombrehost>:<númeropuerto>/usm/jreinst/install.htm` (donde *nombrehost* es el nombre de cualquier servidor de Vista de servicios).

- En caso de que se haya configurado el cliente para ver informes con gráficos, se requiere un componente de visualización OpenViz . Si no aparece, se descargará automáticamente en el sistema cliente.

- Se requiere el control de vistas de Microsoft Outlook, si el portal se conecta a MS Outlook desde un sistema cliente.

Nota: Para obtener más información, consulte el siguiente sitio Web:

<http://activex.microsoft.com>

- Se requieren componentes Web de Microsoft Office si el portal se conecta a MS Office desde un sistema cliente.

Nota: Para obtener más información, consulte el siguiente sitio Web:

<http://office.microsoft.com>

- Para mostrar los símbolos y caracteres de doble byte correctamente cuando se utiliza Microsoft Internet Explorer 6.0 SP2 o superior, configure el explorador como Unicode UTF8. En el explorador IE, vaya a: Ver > Codificación > Unicode (UTF8)
 - Las siguientes familias de fuentes deben estar instaladas en el equipo cliente para mostrar algunos símbolos de moneda (por ejemplo, Won coreano):
 - Arial Unicode MS
 - Tahoma
 - CA Service Catalog y Vista de servicios utilizan varios controles firmados y se utilizan en las siguientes áreas:
 - Dashboard.cab (contiene los componentes para los elementos relacionados del panel/portal [para IE]).
 - Print.cab (contiene el componente de impresión [para IE]).
 - Print.jar: (contiene el componente de impresión (para exploradores distintos de IE).
 - Chart.jar (utilizado por el componente de generación de informes)
- El inicio de JNLP de la herramienta de definición de procesos de CA Workflow utiliza los archivos jar en
%USM_HOME%\fulfillment\webapps\usm_idews

- CA Workflow utiliza los siguientes controles definidos para activar la herramienta de definición de proceso que utiliza inicio Web:
 - Safe.jar
 - axis.jar
 - IDEHelp.jar
 - branding.jar
 - jaxrpc.jar
 - commons-discovery.jar
 - jhall.jar
 - commons-logging.jar
 - log4j-1.2.8.jar
 - DefaultIcons.jar
 - saaj.jar
 - dom4j-full.jar
 - xercesImpl.jar
 - IDE.jar
 - xml-apis.jar

Capítulo 6: Consideraciones y requisitos para las instalaciones y actualizaciones

Esta sección contiene los siguientes temas:

[Requisitos y consideraciones generales](#) (en la página 43)

[Requisitos y consideraciones distribuidas](#) (en la página 45)

[Requisitos y consideraciones acerca del recurso compartido de red](#) (en la página 45)

Requisitos y consideraciones generales

Revise esta sección para ver información importante en cuanto a nuevas instalaciones y actualizaciones.

Las siguientes consideraciones y requisitos sobre la instalación se aplican, por norma general, a todas las implementaciones.

- Vista de servicios debe instalarse en primer lugar, antes de instalar cualquier otro producto o componente de CA Service Catalog.
- Asegúrese que todos los equipos de CA Service Catalog se encuentran *cubicados geográficamente*, es decir, que están ubicados en el mismo edificio y dentro de la misma sala. El tener todos los equipos de CA Service Catalog geográficamente cubiertos ayuda a evitar posibles problemas de rendimiento que la latencia de red podría causar.

El término *equipo de CA Service Catalog* se refiere tanto al servidor de DBMS como a cualquier equipo en el cual desee instalar componentes o productos de CA Service Catalog. Entre estos componentes y productos se encuentran CAEEM, CA Workflow y otros productos de CA Technologies incluidos en el medio de instalación de CA Service Catalog.

- Asegúrese de que el equipo en el que desea instalar alguno de los componentes de CA Service Catalog o la MDB cumpla los requisitos aplicables del sistema.

- Antes de realizar la actualización, anote el valor de todos los valores de configuración de la opción Utilizar catálogo de proveedor de servicios para todas las unidades de negocio que vaya a implementar. Decida qué configuración de sistema desea utilizar en CA Service Catalog. Después de actualizar, establezca este parámetro para que coincida con su decisión.
- Haga una copia de seguridad de todo el sistema antes de actualizarlo de una versión anterior de CA Service Catalog a la versión actual. De igual modo, después de instalar la versión actual, haga una copia de seguridad de todo el sistema antes de realizar la migración de un sistema de prueba a un sistema de producción.
- En esta versión, se utilizará una sola nueva opción de configuración de administración para activar la autenticación de NTLM de Windows. Esta opción se llama Autenticación de CA Single Sign On y permite simplificar el proceso de configuración sustituyendo la edición manual de archivos de XML utilizados en versiones anteriores.
- Conéctese a equipos de CA Service Catalog mediante la cuenta de administrador.
- Se recomienda encarecidamente no agregar ni eliminar usuarios ni cambiar la información de usuario mediante la interfaz de usuario de CAEEM. En su lugar, utilice CA Service Catalog, que se integrará con CAEEM y, en consecuencia, actualizará CAEEM.
- Si va a realizar la instalación en un equipo de Windows 2008 con Terminal Server, asegúrese de cerrar el cuadro de diálogo de instalación después de instalar cada uno de los productos y componentes de CA Service Catalog. De lo contrario, podría fallar el siguiente intento de instalar un producto o componente de CA Service Catalog.
- Durante la instalación se crea automáticamente el usuario de la aplicación. El usuario del producto de CA Service Catalog llamado *spadmin* se crea automáticamente como usuario de producto. La contraseña para este usuario también es *spadmin*.
- Tras instalar Vista de servicios, reinicie el equipo en el que lo instaló.
- Después de completar la actualización, compruebe que los eventos, las reglas y las acciones que había activado antes de la actualización están todavía activados.

Requisitos y consideraciones distribuidas

Al instalar productos y componentes de CA Service Catalog en varios equipos (una implementación distribuida), tenga en cuenta los siguientes requisitos:

- El primer producto o componente de CA Service Catalog que debe instalar en cualquier equipo es Vista de servicios.
- CA Service Accounting y CA Workflow pueden instalarse en otros equipos distintos a Vista de servicios. Sin embargo, CA Service Catalog y Catalog Content *únicamente* podrán instalarse en el *primer* equipo Vista de servicios (anteriormente *primario*).
- Cualquier equipo en el que instale Vista de servicios, CA Service Catalog, Catalog Content, CA Workflow, o CA Service Accounting debe tener instalado el servidor DBMS o el cliente DBMS. Este requisito es aplicable a SQL Server y Oracle.

Importante: Si utiliza CAProcessAutomation, *no se recomienda* instalar el orquestador del dominio de CAProcessAutomation ni componentes de CAProcessAutomation en el mismo equipo.

Requisitos y consideraciones acerca del recurso compartido de red

Cuando instala productos y componentes de CA Service Catalog en un recurso compartido de red, siga las siguientes consideraciones y requisitos:

- Si la imagen de la instalación está en un recurso compartido de red, asigne una letra de la unidad a este recurso compartido. *No se pueden* ejecutar archivos por lotes en una ruta UNC.
- Se recomienda copiar la imagen de instalación en una carpeta local y ejecutar los programas de instalación localmente.

Capítulo 7: Consideraciones generales

Esta sección contiene los siguientes temas:

[Consideraciones para la prevención de eventos, reglas y acciones duplicados](#) (en la página 47)

[Consideraciones sobre la localización](#) (en la página 49)

[Arreglos publicados](#) (en la página 51)

Consideraciones para la prevención de eventos, reglas y acciones duplicados

CA Service Catalog es compatible tanto con CAProcessAutomation como con CA Workflow cuando actúan como herramientas de automatización de procesos. Es preferible utilizar la herramienta CAProcessAutomation. Sin embargo, también es posible utilizar CA Workflow de manera independiente o CAProcessAutomation y CA Workflow a la vez. Se puede recurrir también a un enfoque mixto, como utilizar CA Workflow para la aprobación y CAProcessAutomation para el cumplimiento. Un enfoque mixto puede ser útil si está actualizando CA Service Catalog y desea cambiar gradualmente de CA Workflow a CAProcessAutomation.

Independientemente del enfoque adoptado, examine los elementos siguientes con detenimiento. Al aplicar este procedimiento se garantiza que la implementación no emita eventos, reglas ni acciones duplicados al procesar la solicitud. De lo contrario, es probable que los usuarios reciban mensajes duplicados, como por ejemplo, cambios en el estado de las solicitudes y solicitudes duplicadas para aprobar o cumplir solicitudes.

- Compruebe las reglas relacionadas con la herramienta o las herramientas de automatización de procesos y verifique que las reglas que desee utilizar están activadas y el resto, desactivadas.

Nota: Para obtener más información acerca de la configuración, la activación y la desactivación de reglas, consulte la *Guía de administración*.

- Si es la primera vez que instala CA Service Catalog (*no* es una actualización) e instala CA Workflow en lugar de CAProcessAutomation, desactive las reglas de notificación. De lo contrario, recibirá correos electrónicos duplicados cuando una solicitud procese el flujo de aprobación. Para realizar dicha operación, desactive las reglas siguientes para el evento Cambio de elemento de solicitud/suscripción:
 - Cuando el estado es Aprobado
 - Cuando el estado es Cumplido
 - Cuando el estado es Cumplimiento cancelado
 - Cuando el estado está en el intervalo Pendiente de cumplimiento
 - Cuando el estado es Aprobación pendiente
 - Cuando el estado es Rechazado
- Complete todas las tareas para la configuración de CA Service Catalog para integrar con CAProcessAutomation, con CA Workflow, o con ambos, incluyendo todas las tareas de configuración posteriores a la instalación.

Nota: Para obtener más información, consulte la *Guía de integración*.

Consideraciones sobre la localización

Para los productos que se integran con CA Service Catalog, incluidos otros productos de CATechnologies, componentes comunes de CATechnologies y productos de terceros, consulte la documentación y otros recursos del producto o componente para saber si se han localizado. Por ejemplo, para obtener información acerca de la localización de BusinessObjectsEnterprise, consulte la documentación y otros recursos disponibles para BusinessObjectsEnterprise.

Aun cuando se muestran informes de BusinessObjectsEnterprise en formato localizado, hay elementos que aparecen en inglés:

- Algunos campos, como los que hacen referencia al estado de la solicitud, al estado de la facturación, al tipo de cuenta, y aquellos campos relacionados con el pago o la adaptación.
- Nombres de usuario, grupos o informes
- Ciertas peticiones, opciones de menú y otros datos recuperados de la base de datos
- Nombre de divisas y de zonas horarias

Además, tanto en los informes ingleses como en los localizados, los valores de estado personalizados aparecen en los informes; sin embargo, sus descripciones no.

Como solución alternativa, puede llevar a cabo una de las siguientes opciones:

- [Localización de listas de peticiones de valores y datos de informes](#) (en la página 49)
- [Localización de nombres de usuario, grupos de usuario e informes](#) (en la página 51)

Localización de listas de peticiones de valores y datos de informes

En principio, las listas de peticiones de valores (LOV) y los datos de los informes no aparecen localizados. Sin embargo, el usuario, si lo desea, puede localizarlos de manera manual.

Para localizar listas de peticiones de valores y datos de informes

1. Abra el Diseñador de universos
2. Importe el universo de <SLCM>
3. Verifique que se muestran todas las clases y objetos.
4. Haga doble clic en el objeto que desee editar.
5. Haga clic en la ficha Definición.
6. En el área de texto Seleccionar de la ficha Definición, reemplace el texto en inglés por el texto localizado.

Por ejemplo, para el estado de la cuenta, supongamos que está localizando las propiedades del objeto Estado de la clase Detalles de la cuenta (admin). De manera predeterminada, el área de texto Seleccionar de la ficha Definición de dicho objeto contendrá el texto en inglés siguiente:

En el caso de `DT_Account_Details.status`, cuando aparece 0, el estado es Closed; cuando aparece 1, el estado es Open; para 2, es Suspended; y cuando se utiliza 3, es Closed Requested

Para localizar el texto, actualícelo de la manera siguiente:

En el caso de `DT_Account_Details.status`, cuando aparece 0, el estado es *cadena Closed localizada*; cuando aparece 1, el estado es *cadena Open localizada*; para 2, es *cadena Suspended localizada*; y cuando se utiliza 3, es *cadena Closed Requested localizada*.

Por ejemplo, para alemán, el texto se podría localizar de la siguiente manera:

En el caso de `DT_Account_Details.status`, cuando aparece 0, el estado es Geschlossen; cuando aparece 1, el estado es Geöffnet; para 2, es Ausgesetzt; y cuando se utiliza 3, es Schliessen Angefordert

7. Haga clic en Aceptar para guardar los cambios.

Los cambios se reflejarán en todas las columnas, datos, listas de valores, informes relacionadas, entre otros.

8. Exporte el universo.

Localización de nombres de usuario, grupos de usuario e informes

Se pueden localizar nombres de informe, nombres de usuario y nombres de grupos de usuarios en BusinessObjectsEnterprise. Por consiguiente, los usuarios de habla no inglesa verán los términos en sus respectivos idiomas nativos en lugar de en inglés.

En BusinessObjectsEnterprise se puede seleccionar el objeto y cambiarlo de nombre reemplazando los términos ingleses por los términos localizados.

Nota: Para obtener más información, consulte la documentación de BusinessObjectsEnterprise.

Arreglos publicados

Todas las correcciones publicadas en relación a este producto pueden encontrarse en el enlace del Soporte técnico en <http://www.ca.com/es/support/>.

Capítulo 8: Problemas conocidos

Esta sección contiene los siguientes temas:

- [Base de datos y la MDB](#) (en la página 53)
- [Integración con otros productos de CATEchnologies](#) (en la página 55)
- [Instalación, actualización y migración](#) (en la página 59)
- [Generación de informes](#) (en la página 60)
- [Procesamiento de solicitudes](#) (en la página 62)
- [Varios](#) (en la página 63)

Base de datos y la MDB

Los problemas detectados a continuación afectarán a la base de datos y a la MDB.

Oracle DBMS devuelve datos corruptos

Importante: Si utiliza una base de datos Oracle DBMS con CA Service Catalog, CAProcessAutomation u otros productos de CATEchnologies, es posible que la base de datos devuelva datos corruptos a dichos productos.

En el momento de la publicación, los números de incidencias relacionadas informadas desde Soporte de Oracle son las siguientes:

- 9004101
- 9347941
- 5635254
- 8588311
- 9047803

Como solución temporal, intente una de las siguientes opciones:

- Visite o contacte con el soporte técnico de Oracle cuando vaya a instalar e implementar CA Service Catalog, CAProcessAutomation o cualquier otro producto de CATEchnologies.
- Utilice Microsoft SQL Server como DBMS para CA Service Catalog, CAProcessAutomation u otros productos de CATEchnologies.

Integración con CAAPM mediante Oracle

Si va a integrar CA Service Catalog y CAAPM mediante una base de datos de Oracle, el identificador de usuario del administrador de Service Delivery, [Encargado] *debe* escribirse en mayúsculas.

Note: Si desea obtener más información, consulte la *Implementation Guide*.

No se pueden instalar juntos Vista de servicios y el servidor Oracle

Esta incidencia se aplica *sólo* si utiliza Oracle como DBMS para CA Service Catalog. Si el nombre y el identificador del sistema (SID) de la base de datos global de Oracle son diferentes, *no* se podrá instalar Vista de servicios en el mismo sistema en el que esté instalado el servidor Oracle.

Distinción de mayúsculas y minúsculas para búsquedas

En CA Service Catalog, se pueden buscar solicitudes, usuarios (incluidos los atributos), cuentas y otros elementos. La opción que permite distinguir entre mayúsculas y minúsculas en todas las búsquedas del producto dependerá de los valores de configuración de intercalación y de distinción de mayúsculas y minúsculas que se hayan definido en la base de datos utilizada para MDB, tal como se indica a continuación:

- Los valores de configuración de Microsoft SQL Server suelen ser de intercalación sin distinción de mayúsculas y minúsculas. Por lo tanto, las búsquedas no distinguen normalmente entre mayúsculas y minúsculas.
- Oracle suele estar configurado mediante intercalación con distinción de mayúsculas y minúsculas. Por lo tanto, las búsquedas sí distinguirán entre mayúsculas y minúsculas.

Si es necesario, compruebe los valores de configuración con respecto a la distinción de mayúsculas y minúsculas que existen en su base de datos realizando una prueba o consultando a su administrador de base de datos.

Nota: El nombre de grupo definido en CAEEM y el nombre de grupo correspondiente en CA Workflow deben coincidir en el uso de mayúsculas y minúsculas. De lo contrario, la solicitud no se asignará al grupo.

Distinción de mayúsculas y minúsculas para asignar acciones a grupos

Se pueden asignar solicitudes pendientes a un grupo de CAEEM que corresponde a un grupo con el mismo nombre en CAProcessAutomation (o CA Workflow). En tales casos, los nombres de grupo en CAEEM y CAProcessAutomation (o CA Workflow) deben coincidir exactamente, incluidas las mayúsculas, si se dieran algunas de las condiciones siguientes:

- La base de datos de CAEEM se configura para utilizar nombres de grupo que distinga entre mayúsculas y minúsculas.
- El directorio externo (como Active Directory) que rellena la base de datos de CAEEM se configura para utilizar nombres de grupo que distingan entre mayúsculas y minúsculas.

De lo contrario, la solicitud no se asignará al grupo.

Pruebe los valores de configuración solicitando servicios y comprobando que las solicitudes pendientes se asignarán a los grupos especificados.

Nota: Para obtener información sobre la definición de grupos en CAEEM, consulte la Guía de integración y su documentación de CAEEM. Para obtener información sobre la definición de grupos en CAProcessAutomation o CA Workflow, consulte su CAProcessAutomation o documentación de CA Workflow. También consulte la documentación de estos productos para obtener información acerca de la distinción entre mayúsculas y minúsculas.

La actualización de la base de datos de gestión puede fallar durante la actualización de la vista de servicio

Durante la actualización Vista de servicios, la base de datos de gestión de CA (MDB) también se actualiza. Es posible que no se pueda actualizar la MDB si hay registros duplicados en tablas donde se ha creado un índice único (como, por ejemplo, la tabla `usm_configuration`). En este tipo de tablas, debe evaluar y limpiar los registros duplicados e intentar instalar la MDB de nuevo.

Integración con otros productos de CATEchnologies

Los problemas detectados a continuación afectarán a las integraciones de CA Service Catalog con otros productos de CATEchnologies.

Acción de CAProcessAutomation desactivada

Si está integrando CA Service Catalog con CAProcessAutomation, esta sección se aplica a su implementación. En caso contrario, no será necesario consultar esta sección.

Las acciones de CAProcessAutomation para las reglas de CA Service Catalog se activan o desactivan de forma predeterminada, como se describe a continuación:

- Las acciones se desactivan de forma predeterminada durante las actualizaciones de CA Service Catalog
- Las acciones se activan de forma predeterminada durante las nuevas instalaciones de CA Service Catalog

Sin embargo, incluso durante las nuevas instalaciones, la acción de CAProcessAutomation se desactiva de forma predeterminada para la regla Cuando la categoría es Software y el estado es Pendiente de cumplimiento. Por lo tanto, para utilizar esta acción deberá activarla manualmente. Este requisito se aplica tanto a las actualizaciones como a las nuevas instalaciones de CA Service Catalog.

Inicio de sesión en CA EEM no permitido después de una actualización

Después de actualizar CAEEM, es posible que no pueda iniciar sesión en CAEEM. Por lo general, esto se debe a la existencia de una o más entradas duplicadas en el archivo spin.conf, un archivo de iTechnology iGateway que utiliza CAEEM.

Como solución, siga estos pasos:

1. Busque el archivo spin.conf en %IGW_LOC%, el directorio principal de iTechnology iGateway.
2. Cree una copia de seguridad del archivo spin.conf.
3. Abra el archivo spin.conf y busque la siguiente entrada:

```
<Spindle Description="Embedded IAM Interface" Directory=""  
Prefix="/eiam" Spar="eiamSpindle.spar">eiamSpindle</Spindle>
```

Esta entrada sólo debe aparecer una vez en el archivo.

4. Compruebe si existen entradas duplicadas, y suprimálas.
5. Guarde el archivo.

Se produce un error en la instalación de CA EEM

Se puede producir un error en la instalación de la aplicación CAEEM debido a una o varias de las siguientes razones:

- La longitud del nombre de la aplicación contiene más de 25 caracteres
- El nombre de la aplicación contiene comillas dobles ("), comas (,), barra diagonal (/), barra invertida (\), almohadillas (#), el signo & o el signo más (+)

En este caso, corrija el error e intente instalar de nuevo la aplicación CAEEM.

No es posible asignar modelos de CA APM

Si está integrando CA Service Catalog con CAAPM, esta sección se aplica a su implementación. En caso contrario, no será necesario consultar esta sección.

CA Service Catalog es incapaz de asignar modelos de CAAPM en la página Grupo de opciones de servicio cuando la aplicación CAAPM y los servidores Web residen en equipos diferentes.

En CA Service Catalog, especifique los valores de configuración de administración de los servicios Web de CAAPM. Este paso será necesario si la aplicación de CAAPM y los servidores Web residen en equipos diferentes.

1. En la ficha Administración de CA Service Catalog, haga clic en Configuración y desplácese a la sección de Servicios Web de CAAPM.
Se muestran las opciones de configuración de CAAPM.
2. Haga clic en el icono Modificar (Lápiz) situado junto a cada propiedad que desee actualizar; para definir las, utilice la información siguiente:

Activar HTTPS

Especifica un protocolo Web, tal como se describe a continuación:

Seleccione No (la opción predeterminada) si desea utilizar HTTP para comunicarse con CAAPM.

Seleccione Sí si desea utilizar HTTPS para comunicarse con CAAPM.

Importante: Si selecciona Sí, verifique que CAAPM está utilizando HTTPS. Si es necesario, configúrelo para utilizar HTTPS; para obtener más información, consulte la documentación de CAAPM.

Nombre de host

Especifica el nombre del equipo en el cual el servidor de aplicaciones CAAPM se está ejecutando.

Número de puerto

Especifica el número de puerto en el cual CAAPM se está ejecutando.

3. Compruebe que ha terminado de actualizar las propiedades de configuración.
4. Reinicie Vista de servicios.
5. Intente asignar de nuevo los modelos de CAAPM.

Al hacerlo, probará la conexión entre CA Service Catalog y el servidor de aplicaciones de CAAPM. La conexión se prueba mediante los nuevos valores especificados.

6. Si se produce un error al intentar asignar los modelos, compruebe que está utilizando los valores correctos para las opciones de configuración de administración de CAAPM.

Los detalles de configuración de CAAPM se actualizan con los valores especificados.

No se pueden crear solicitudes de cambio cuando la opción de multicliente está activada.

Si está integrando CA Service Catalog con CASServiceDeskManager, esta sección se aplica a su implementación. En caso contrario, no será necesario consultar esta sección.

Es posible que no pueda utilizarse CA Service Catalog para crear solicitudes de cambio en CASServiceDeskManager cuando:

- se configure CA Service Catalog y CASServiceDeskManager para utilizar la opción Administración de clientes comunes múltiples.
- se configure la opción Multicliente como Activado en CASServiceDeskManager.

Como solución temporal, realice los siguientes pasos: en CASServiceDeskManager, cambie la opción Multicliente de Activado a la opción Activado (advertencia) u On (Allow). Esta acción le permitirá continuar utilizando tanto Administración de clientes comunes múltiples como CA Service Catalog para crear órdenes de cambio de CASServiceDeskManager.

En la herramienta IDE de CA Workflow (con JNPL en Macintosh) puede que no aparezcan algunos campos

Al iniciar IDE de CA Workflow con Java Network Launch Protocol (JNLP) en un equipo Macintosh, puede que no aparezcan los vínculos ni las pestañas de las acciones. Una posible solución es utilizar IDE en un equipo Windows.

CA Workflow inoperativo en CA EEM activado para FIPS

CA Workflow no funciona con CAEEM cuando CAEEM utiliza FIPS.

Como alternativa, considere utilizar CAProcessAutomation en lugar de CA Workflow.

Instalación, actualización y migración

Los problemas detectados a continuación afectarán a las instalaciones, las actualizaciones y a las migraciones.

La actualización puede tardar varias horas para Oracle

Si está utilizando Oracle, la actualización puede requerir varias horas. Por ejemplo, la actualización puede ejecutarse durante 4 horas para Vista de servicios y durante 5 horas para todos los componentes de CA Service Catalog.

Reinicio del equipo después de una migración

Después de migrar a CA Service Catalog desde una versión anterior, deberá reiniciar el equipo y asegurarse de que se hayan iniciado todos los servicios instalados de CA Service Catalog. Los servicios son CA Vista de servicios, CA Service Fulfillment y CA Service Accounting.

Nota: Para obtener más información acerca de la migración, consulte la *Implementation Guide*.

Nueva creación de periodos fiscales anuales después de una migración

Después de migrar a CA Service Catalog desde una versión anterior, si utiliza periodos fiscales *anuales* deberá volver a crearlos. No es necesario volver a crear los periodos fiscales mensuales después de la migración.

Nota: Para consultar otros problemas conocidos relacionados con la migración, consulte la *Implementation Guide*.

Acciones desactivadas después de la actualización

Si una acción del tipo Java, Línea de comandos o Nota HTTP tiene el estado Desactivado antes de actualizar a CA Service Catalog, el tipo de acción cambia a Desconocido durante la actualización. Si se activa la acción después de la actualización, CA Service Catalog solicita al usuario que vuelva a especificar el tipo.

Para obtener información sobre eventos, reglas y acciones, consulte la *Guía de administración* y la *Integration Guide*.

Permanecen carpetas después de la desinstalación

Si se ha instalado CA Service Catalog en una unidad no predeterminada (como por ejemplo, E: o F:) y posteriormente se desinstala CA Service Catalog, algunas carpetas y archivos no se desinstalarán. Por ejemplo, la carpeta %USM_HOME%\catalog permanecerá tras la desinstalación. Generalmente, la causa es que se modificaron o añadieron los archivos de la carpeta %USM_HOME%. Las carpetas y archivos que no se han desinstalado debe suprimirlos manualmente.

Generación de informes

Los problemas detectados a continuación afectarán a la generación de informes.

Falta de valores en los informes

Este problema conocido *sólo* se aplica si se está integrando CA Service Catalog con CASServiceDeskManager y CA CMDB.

El informe predeterminado de BusinessObjectsEnterprise denominado Requests _Change Orders_ CI Association no muestra valores en ninguna de las siguientes columnas: Nombre de recurso de CI, Nombre de la familia del CI y Nombre de clase de CI.

No se puede verificar la firma electrónica

Cuando se cargan gráficos en el constructor de informes o en CA Workflow IDE, se puede recibir un mensaje de error como el siguiente:

La firma electrónica de la aplicación no se ha podido verificar. ¿Confirma que desea ejecutar la aplicación?

Este error ocurre porque Java Runtime Environment (JRE) está instalado en el equipo en una versión anterior a 1.6.022.

Para evitar este error, actualice JRE a la versión 1.6.022 o posteriores.

Campos Nvarchar en los informes

En la interfaz gráfica de usuario de CA Service Catalog, se pueden crear objetos de datos para informes. Para ello, seleccione Administración, Constructor de informes, Objetos de datos. Cuando cree informes debe tener en cuenta que los objetos de datos de tipo ODBC no recuperan campos de tipo nvarchar. Para recuperar campos nvarchar en los objetos en los informes, utilice JDBC como tipo de conexión de base de datos.

No se pueden generar informes fuera de línea en formato PDF.

No se pueden generar informes fuera de línea en formato PDF. En su lugar, deberá generarlos en formato CSV o HTML.

Error de impresión por lotes con Mozilla Firefox

En CA Service Accounting, es posible que se produzca un error en la impresión por lotes si se utiliza el explorador Web Mozilla Firefox. Como solución temporal, se puede utilizar Microsoft Internet Explorer para la impresión por lotes.

Procesamiento de solicitudes

Los problemas detectados a continuación afectarán al procesamiento de solicitudes.

Problemas con la suspensión de un servicio suscrito

Si suspende un servicio suscrito, la suspensión se realiza correctamente siempre que la fecha de inicio del periodo de la suspensión permanezca configurada como el valor predeterminado. Sin embargo, si el valor se modifica se produce un error en la suspensión.

Las solicitudes procesadas que se cancelan pueden quedar pendientes

Si se cancela una solicitud después de haber sido procesada, es posible que el estado se quede en Cancelación pendiente y no pase a Cancelado. En tales casos, ignore, anule o vuelva a realizar la solicitud. La acción exacta que deberá efectuar dependerá de sus procedimientos estándares y del criterio que mejor considere como administrador. Para obtener más información acerca de cómo ignorar, sustituir, o reintentar solicitudes, consulte la *Guía de administración*.

No funciona volver a intentar acciones erróneas

Cuando se produce un error al procesar una solicitud, esta puede quedarse detenida. Las solicitudes detenidas no podrán pasar al estado siguiente del ciclo de vida de la solicitud sin intervención manual, tanto de su parte como de la de otro usuario. Las solicitudes detenidas quedan marcadas con un estado de alerta. De forma predeterminada, la alerta es el icono de advertencia amarillo que se encuentra en la columna Estado de varias ventanas de solicitud, entre las que se encuentra la ventana Solicitudes abiertas.

Si no es posible volver a intentar la acción errónea correctamente, reemplace la alerta y pase así la solicitud al siguiente estado. Para obtener más información acerca de cómo reemplazar alertas, consulte la *Guía del administrador*.

Varios

Los problemas conocidos que se muestran a continuación afectarán al uso de CA Service Catalog en varias funciones.

Cómo evitar mensajes de advertencia falsos relacionados con el rol de gestor de servicios

Pueden aparecer mensajes de advertencia si un usuario con el rol de gestor de servicios trata una acción con solicitudes pendientes, por ejemplo, aprobando y rechazando solicitudes. En estos casos, las aprobaciones y los rechazos proseguirán su curso correctamente aunque aparezcan mensajes de advertencia. Para evitar que aparezcan tales mensajes de advertencia, los administradores pueden realizar los siguientes pasos:

1. Iniciar sesión en CA Service Catalog como administrador de Service Delivery o administrador de unidad de negocio.
2. Para cambiar los derechos de acceso predeterminados del rol de gestor de servicios en una unidad de negocio específica siga las indicaciones a continuación:
 - a. Conéctese a la unidad de negocio.
 - b. Seleccione Constructor de servicios, Configuración.
 - c. Agregue el valor Control de acceso: agregar solicitud a este rol.
 - d. Guarde los cambios.

Los controles de ActiveX no se ejecutan con Mozilla Firefox

En CA Service Catalog, los objetos que requieren controles de ActiveX de Microsoft no aparecerán cuando se utiliza el explorador Web de Mozilla Firefox. Los ejemplos incluyen ciertas funciones del Constructor de cuadros de mandos y del Constructor de informes. Como solución temporal, se puede utilizar Microsoft Internet Explorer para las acciones que requieran ActiveX.

No mueva a los clientes

Importante: Para obtener resultados óptimos, *no* desplace los clientes (las unidades de negocio) de CA Service Catalog.

Este aviso se aplica si se gestionan clientes directamente en CA Service Catalog (administración independiente de clientes) o indirectamente a través de CAserviceDeskManager (administración de clientes comunes). En cualquier caso, esta acción puede provocar varios problemas en la gestión de solicitudes, la gestión de usuarios y en otras funciones.

Nota: Para obtener información detallada acerca de la administración de clientes, consulte la *Guía de administración*.

Campos numéricos en sistemas operativos localizados

Los campos numéricos incluidos en sistemas operativos localizados admiten únicamente los valores numéricos de un solo byte (como 1, 2 y 3) que se utilizan en los sistemas operativos en inglés.

Estado de disponibilidad de las carpetas

En el Constructor de servicios, después de que una carpeta o subcarpeta deje de estar disponible cambiando la fecha disponible o no disponible, seleccione Actualizar. Esta acción garantiza que el cambio de disponibilidad queda reflejada cuando se muestra el contenido de la carpeta o de la subcarpeta.

Los hipervínculos con sitios Web que no son de CA puede que no funcionen

En la *Guía de administración* y en otros documentos, es posible que algunos hipervínculos a sitios Web que no son de CATechnologies no funcionen correctamente. Por ejemplo, tras publicar la *Guía de administración* se descubrió que incluía un vínculo que no estaba actualizado con información acerca de clientes de JavaScript Axis en el sitio Web de Microsoft. En estos casos, se debe ir a la página principal del sitio Web y tratar de buscar la información relacionada. Por ejemplo, para encontrar la información mencionada anteriormente sobre los clientes de JavaScript Axis, debe ir al sitio Web microsoft.com y buscar información sobre ese tema.

Puede aparecer el contenido de ayuda en lugar de un tema de ayuda específico

Cuando se pulsa Ayuda para que se abra la ayuda contextual de la ventana activa, puede aparecer el contenido de la ayuda en lugar de un tema de ayuda específico. En estos casos, utilice los contenidos para desplazarse hasta la información que necesite.

Mensajes de alerta del sistema siempre en inglés

Los mensajes de alerta del sistema siempre aparecerán en inglés, incluso cuando CA Service Catalog está instalado en sistemas operativos no ingleses. Los mensajes de alerta del sistema aparecerán en las solicitudes individuales cuando se consultan los detalles de la solicitud. Por ejemplo, seleccione Inicio, Solicitudes.

Del mismo modo, algunas cadenas de texto de los elementos de la interfaz gráfica de usuario (GUI) así como el contenido que se publica del Constructor de cuadros de mandos de CA Service Catalog siempre aparecerán en inglés. Aparecerán en inglés incluso cuando CA Service Catalog está instalado en sistemas operativos no ingleses.

Las celdas en Apple Safari tienen mayor tamaño

Si se utiliza el explorador Apple Safari, es posible que las celdas de los elementos de la opción de servicio aparezcan más grandes de lo habitual al crearlas o editarlas. En este caso, aunque la apariencia no sea la habitual, los elementos de la opción de servicio funcionan correctamente.

De forma alternativa, puede seleccionar un explorador de soporte distinto, como Mozilla Firefox o Microsoft Internet Explorer, para crear y editar los elementos de la opción de servicio de manera más clara y sencilla.

Decidir cómo procesar los dígitos para el yen

En CA Service Accounting, se muestran dos dígitos después de una coma decimal en todas las divisas compatibles, incluido el yen japonés. El yen se procesa en números enteros solamente. Por consiguiente, si su organización utiliza el yen, debe decidir cómo procesar los dos dígitos posteriores a la coma digital. Por ejemplo, puede decidir ignorarlos o redondearlos al alza o a la baja para acercarse más al número entero.

Apéndice A: Notificaciones de terceros

CA Service Catalog y CA Service Accounting tienen dependencias de productos de software de terceros. Antes de utilizar CA Service Catalog o CA Service Accounting, se deben aceptar todos los acuerdos de licencia.

Esta sección muestra una lista del software de terceros utilizado con CA Service Catalog y CA Service Accounting.

Esta sección contiene los siguientes temas:

- [Dependencias de software de terceros](#) (en la página 68)
- [Licencia de Apache version 2.0](#) (en la página 69)
- [Apache License Version 1.1](#) (en la página 77)
- [Apache CXF 2.2.8](#) (en la página 81)
- [Apache mod_jk 1.2.30](#) (en la página 125)
- [Apache Tomcat 5.5.29](#) (en la página 134)
- [Apache Xerces2-J 2.11.0](#) (en la página 200)
- [EclipseLink 1.1.2](#) (en la página 217)
- [jQuery 1.3.2](#) (en la página 226)
- [Java Persistence API v.1](#) (en la página 227)
- [Java Service Wrapper \(JSW\) Standard 3.3.9](#) (en la página 228)
- [JAXB](#) (en la página 230)
- [Mozilla Rhino 1.5R4.1](#) (en la página 243)
- [Open Message Queue 4.1](#) (en la página 261)
- [Oracle 11G JDBC Driver](#) (en la página 262)
- [Saxon 8.53](#) (en la página 262)
- [SLF4J](#) (en la página 263)
- [SourceForge Dom4j 1.6.1](#) (en la página 265)
- [SourceForge ANT-CONTRIB v.1.0b3](#) (en la página 267)
- [Sun JRE 1.6.0_14](#) (en la página 271)
- [Unzip 5.42](#) (en la página 284)

Dependencias de software de terceros

CA Service Catalog instala y utiliza las siguientes aplicaciones de software de terceros:

- [Apache software](#) (en la página 69)
- EclipseLink 1.1.2
- Ext GWT 2.0
- IBM WSDL4J 1.6.2
- Info-Zip 5.42
- iquery 1.3.2
- Java Persistence API v.1
- JSW 3.3.1
- Mozilla Rhino 1.5R4.1
- OpenVizViewer 2.4.1
- Open Message Queue version 4.1
- Oracle 11G JDBC Driver
- Oswego Concurrent Utilities 1.3.4
- RSA BSAFE Crypto-J jsafejcefpis 3.6
- SourceForge,Ant-Contrib 1.0b3
- SourceForge Dom4j 1.6.1
- SourceForge Ehcache 1.6
- SpringSource Spring Framework 2.5.6
- SQL Server 2005 JDBC Driver 2.0
- Sun Java Mail 1.3.3
- Sun Java Persistence API 1.0
- Sun Java Runtime Environment version 1.6.0_14

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- Apache FOP 0.20.5
- Apache Common HttpClient 3.0.1
- Apache Commons IO 1.3.1
- Apache Commons Logging 1.1.1
- Apache Commons Pool 1.4
- Apache ehcache 1.6
- Apache FOP 0.20.5
- Apache HTTP Web Server 2.0.54
- Apache Jakarta Tomcat versión 5.5.12 o superior
- Apache JSP Standard Tag Library (JSTL) 1.0.6
- Apache Log4j 1.2.14
- Apache mod_jk 2.0.58
- Apache ORO 2.0.8
- Apache OpenViz 2.4.1
- Apache ORO 2.0.8
- Apache Struts 1.2.4

- Apache Xalan 2.7.1
- Apache Xerces 2.9.1

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JSR 311 API (<https://jsr311.dev.java.net/>) javax.ws.rs:jsr311-api:jar:1.0

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